



I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to:

2122
41
PATENT
Attorney Docket No.: 019852-000110US

Mail Stop: Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

On

October 7, 2004

TOWNSEND and TOWNSEND and BREW LLP

By:

Heidi M. Perreac

RECEIVED

OCT 18 2004

Technology Center 2100

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

SCOTT L. WILLIAMS et al.

Application No.: 09/662,858

Filed: September 13, 2000

For: TECHNIQUES FOR
MONITORING USER ACTIVITIES AT
A WEB SITE AND FOR INITIATING
AN ACTION WHEN THE USER EXITS
FROM THE WEB SITE

Customer No.: 20350

Confirmation No. 2122

Examiner: Sanjiv Shah

Technology Center/Art Unit: 2176

AMENDMENT

Mail Stop: Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action mailed July 8, 2004, please enter the following amendments and remarks:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 15 of this paper.

10/14/2004 HALI11 00000007 201430 09662858
01 FC:2201 44.00 DA